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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila StoellerPhone: 602-542-4143Fax:Priority: Respond Within Five DaysOpinion No. 2011 - 93972Date: 3/22/2011Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableComplaint By: First: Candace Last: AbbottAccount Name: Candace AbbottHome: [REDACTED]Street: [REDACTED]Work:City: YumaCBR: [REDACTED]State: AZ Zip: 85367is: CellularUtility Company: Far West Water & Sewer, Inc.Division: WaterContact Name: Roxanne FiddesContact Phone: [REDACTED]Nature of Complaint:

3/22/11 -- During conversation with customer re odor complaint with Far West, she also addressed their rate case:

We are all so frustrated with this company. We have been dealing with this odor issue on and off for few years. They don't do anything to better their system or our quality of life--all they want is another increase--more money. Lord knows where it goes. I know they make a lot of money but can see no sign of anything they might be doing with it to make the company better.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

This opinion is being docketed 3/22/11.

End of Comments

Date Completed: 3/22/2011Opinion No. 2011 - 93972

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Arizona Corporation Commission

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